



SmarTone Home 5G Broadband Device Rental Service Plan

Offer valid for limited period only. The Service is only available for existing customers who subscribe to the Company's designated Home 5G Broadband Service Plan on a 12/24/30-month contract subscription. Customers are required to make 1-month Equipment Rental prepayment. The provision of the service is subject to the network coverage of the Company. In case particular spots where the 5G network are not available, we will continue to provide the service through 4G network. Internet experience can vary due to factors such as the relative position between user and the base stations, the download server resources, Internet traffic conditions, the number of users, users' devices and other factors that may arise. Wi-Fi coverage depends on factors such as area & layout of the premises, construction materials, and other extraneous factors. Prepayment of HK\$1,500 for "5G Broadband Device Rental Service" is waived if Customer uses selected payment method. If the Customer changes the payment method to a non-selected payment method during the contractual period, the Customer has to pay prepayment of HK\$1,500 for "5G Broadband Device Rental Service". The prepayment shall be rebated to the customer's account by installments within 24 months. Customer who register the Services for the first time is entitled to a Trial & Return Guarantee period commencing from the service activation date of the designated service plan of the Services (Not eligible for selected promotion plans). If the Customer cancels the Service(s)/Service Plan(s) within the Trial & Return Guarantee period, the Customer shall pay the special monthly fee calculated on a pro rata basis according to the number of days of the Equipment Rental used. Charges paid in advance are non-refundable. Customers can enjoy free maintenance of the leased equipment during the service period. If exceptions are required for maintenance due to specified circumstances, the company will charge customers additional maintenance fees under this clause at the current rate. At the end of the contract, the customer will be charged at the prevailing plan price if the customer continues to use the service. Upon termination of the Services, the Customer must return all equipment (if applicable) provided by the Company to SmarTone's stores within fourteen (14) days. Customer shall at its own risk and expense return the rental equipment in the same condition as when delivered to the Customer ordinary fair wear and tear excepted. If the Customer refuse to return the rental equipment or returned equipment with any kind of damages due to human-damage /accident / improper usage and cost extra maintenance fee, for details, please visit [SmarTone Home 5G Broadband Frequently Asked Questions](#)

The Company reserves the right of final decision relating to the promotion and any dispute thereof, and may change the Terms and Conditions without prior notice. For service plans and offers detail, please contact salesperson.